

CareLetter

Calais Regional Hospital
24 Hospital Lane Calais, Maine 04619

Statement of Purpose

Calais Regional Hospital exists to provide and plan patient care, educational and restorative services that meet our customer's expectations, commensurate with available resources.

Our Vision

CRH will be known by our customers as the best rural hospital in Maine.

Statement of Values

As an organization we value customer service, leadership and progressive management, compassion, teamwork and collaboration, stewardship of resources, and dedication to quality and honesty, integrity and ethical behavior. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.

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October 28, 2009

CRH Prepared for Flu Season

Calais Regional Hospital is closely monitoring the progression of H1N1 and seasonal influenza in our community and preparing for the possibility that we may be providing care for more people infected with this strain of the flu. Our team members are following the CDC's guidelines, as well as our own infection control procedures to help protect our patients, employees and hospital visitors.

Like other hospitals across the nation, we have taken steps to prepare for the possibility that there will be more cases of H1N1 influenza in our community. These preparations include processes for identifying, isolating and caring for patients with the flu, securing supplies and antiviral medications, and staffing considerations.

Most importantly, the hospital is working to educate our community about ways to prevent the spread of seasonal and H1N1 influenza and other viruses.

The following measures can help prevent spread of the illness:

- Wash your hands frequently with soap and water.
- Cover your nose and mouth with a tissue when you cough or sneeze and throw the tissue in the trash after you use it.
- Avoid close contact with sick people.
- Avoid touching your eyes, nose or mouth, as germs spread this way.
- If you get sick with influenza, stay home from work or school and limit close contact with others to help prevent the spread of flu. If you are sick,
- Stay home for at least 24 hours after your fever is gone.
- Get the seasonal flu shot and H1N1 vaccination when it is available.

As seasonal flu vaccine becomes available, CRH will administer the vaccine to the community in a variety of ways: clinics held at the physician's office for CRMS patients; the CRH Infection Control Department will provide flu shots for hospital staff, physicians and volunteers; the Community Education Department will provide onsite flu clinics for many area businesses, as well as individuals who do not otherwise have access.

Once the hospital receives the H1N1 vaccine allotment from the State, a plan for providing that vaccine, first to the CDC identified priority groups and then the general public, will be devised and publicized.

Updated information on the flu and local clinics is available on the CRH web site: www.calaishospital.com - the flu information link is in the What's New section of the home page. You can also visit the Maine CDC website at <http://www.maine.gov/dhhs/boh/maineflu/> or the federal CDC website at www.flu.gov.



COMPLIANCE

RAC New for CRH in 2009

What does RAC stand for?
Recovery Audit Contractor.

What is a RAC?
A company Medicare contracts with to audit claims filed.

How many RAC's are there?
Four companies will audit in the U.S. The state of Maine is in Region A and combined with other states.

Who is Maine is RAC?
Diversified Collection Services (DCS). Audits begin this fall. The new CRH RAC team has a process in place to respond to audit requests.

ValuesLine 1-800-273-8452

HandBook Policy Refresher

LICENSURE/REGISTRATION/CERTIFICATION

Employees whose positions require proof of licensure, registration or certification are required to obtain, present and maintain such current registration. Employees shall submit these documents to the supervisor, who will verify validity and provide a copy to the Department of Human Resources for the employee's personnel file. This shall be done prior to expiration. Employees who have not provided the Hospital with current licensure, registration or certification will not be permitted to work and may be terminated. The Hospital does not pay these fees.

Blood Drive

The blood drive held at CRH on October 6 produced 19 units of blood.

Thanks to the following volunteers who helped make this drive a success: Jeannine Fowler, Carla Bridges, DeeDee Travis, and Calais High School students: Rebecca Blake, Tanika Newell, Brittany Thomas and Brenna Corbett. Thank you to Ann Skriletz who organized the group of Calais High School volunteers. Of course, a big thanks to all donors who give at our local blood drives. Don't forget continued support is needed at future blood drives to ensure the Red Cross can maintain available supplies.



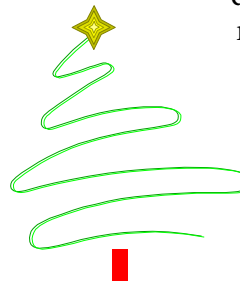
Treebute to Life

The annual Treebute to Life program begins November 6, 2009. A donation of five dollars places a ribbon in memory of, in honor of, in appreciation of, or in celebration of a person or life event of special significance to you. Personalized ribbons are displayed on a tree in the CRH lobby with your designated name or event.

Donations are listed in the CRH Annual Report by donor and the tributed person or event.

At your request, a letter will be sent to acknowledge your donation to the person of your choice. In January the ribbons may be picked up as keepsakes or to be used as bookmarks.

All donations to the Treebute to Life program benefit the CRH Annual Fund. Forms will be in the lobby starting November 6, 2009.



Rehabilitative Services Fundraiser

Thanks to your support, this department raised approximately \$800 towards the purchase of a Wii unit and equipment for patient use. The winner of the Physical Therapy Quilt fundraiser was Jon Speed from Princeton. The 50/50 winner was Virginia Esford from Machias.

November Birthdays

Elizabeth Hinson	3
Lisa Edgerly	9
Marlene Dobson	11
Cheryl Bean	13
Dr. Peter Wilkinson	13
Diane Brown	15
Jeannine Fowler	15
Sharon Nelson	24
Mindy Smith	27
Karen Childs	28
Teena Dominie	28
Barbara Sprague	29
Carla Jundt	30

Employee News

Welcome to Amanda Perry, Calais, part time environmental services worker and Amy Goddard, Bucksport, Physical Therapist temporary.

The following will have position changes: Mark Kidder laboratory supervisor to medical technologist; Cathy Blake case manager to RN ED; Kim Spear, Patient Accounts to CRMS.

Congratulations to Debbie and Russell Hill on the birth of their granddaughter Avery Eleanor Hill born October 11 in Traverse, City Michigan weighing 8lbs 2oz and 19inch. Parents to Randy and Heather Hill who live in Cadillac Michigan a little sister for Connor.

Reimbursement Accounts for 2010

You may be missing tax savings you are entitled to. November is Open Enrollment for Medical and Dependent Care Reimbursement Accounts. Employees can set aside pre-tax dollars for non-reimbursable medical expenses, i.e. prescriptions, dental visits, eye glasses, etc. as well as for child or dependent care expenses. Forms will be distributed in payroll checks of 10/22/09 and are due in HR no later than November 30.

CRH Events Committee Upcoming Events

Calendars of Cash are on sale for November draws. See any events committee member or the community relations department.



Cost is \$10 with giveaways totaling \$605!

The Events Committee is sponsoring a hot apple cider and cookie break on Tuesday, December 8 from 1:30-3 p.m. in the cafeteria. All employees, physicians, staff, volunteers and board committee members are invited to attend.



The CRH Events Committee invites you to submit your favorite pet photo for our Proud Pet Owners Board. The board will be located in the hall across from the Patient Accounts office. A winning pet will be drawn at random on Wednesday, December 9. Photos can be submitted to Jeannine in Registration or Carla in Community Relations, \$1.00 per picture. Please put the name of the pet and owner on the back of the picture. After the prize expense, proceeds will be donated to Paws.



The winner from the Above and Beyond nominations for the month of September was Teena Dominie.

To recognize someone through the Above and Beyond Program, simply complete a recognition card that can be found in the lobby, cafe, Inpatient Care or nursing employee lounge and submit it to community relations to have a chance to be drawn for a prize.

ID Badges

If your photo ID has faded and needs to be replaced, call ext 303 and leave your name and title. A replacement badge will be made at no charge and delivered to you.



Students Train At CRH

Pam Shain will complete 160 hours of required clinical experience at CRMS Orthopedics under the direction of Kennetha Doten, LPN, Manager. Pam is a student in the Medical Assistant program at WCCC.

Kudos Korner

Kudos go out to the following CRH family members...

- ◆ To Bob Mealey for making a stand to help make computer work easier for the inpatient ward clerks! The stand is beautiful!
- ◆ The CRH Rehabilitation Department would like to thank all those individuals who participated in the jeans day, to help raise funds for a Wii Fit program for the department.
- ◆ Pam Ivey for coordinating Weight Watchers at work.
- ◆ To Stacy McLaughlin who passed her CCS (certified coding specialist) exam.
- ◆ To Teena Domine, RN, NSM for coordinating Competency Day for the nurses.

If you have Kudos to report, please contact the community relations office.

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, November 3, 9 a.m.

Cardiac Rehabilitation Support Grp
CRH Classroom
Friday, November 6, 3 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, November 9, 6 p.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, November 12, 3-4 p.m.

Seniority Glucose and Cholesterol
Screening CRH Classrooms
Tuesday, November 17, 8 a.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, November 18, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, November 19, 11 a.m.

Seniority Trip to University of Maine
in Machais to see
"The Nutcracker" Holiday Play
Saturday, November 21, 3p.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, November 25, 7:15 a.m.

Auxiliary News by Irene Moreside

CRH Auxiliary met on Mon, October 5 with a delicious pot luck dinner. Members voted to pledge \$40,000 over two years towards the digital mammography fund for CRH. Diane Brown won the 50/50 draw. The next meeting will be Monday, November 2 at 6:30 p.m. Refreshment committee is: sandwiches- Ilene O'Hara & Barbara Mitchell; sweets – Barbara Lang & Ethel Young.

A belated congratulations to the scholarship winners- Zachary Cole from Calais High School and Colleen Bagley from Woodland High School. Good luck in your endeavors!

Get well wishes to Jean Leach, Sylvia Day and Elizabeth Tingley.

Thanksgiving Basket tickets are on sale in the coffee shop and from members. Tickets are \$1 ea or 6 for \$5. The drawing for the basket will be on November 23.

The next Book Fair will be Monday, November 9, 11 am - 4 pm and Tuesday the 10th, 7 a.m. - 1 pm in the CRH Classrooms.

The nominating committee was selected – Pat Yardley, Carla Bridges and Sharon Frost.

Volunteers are needed for the coffee shop. For more information call Irene 454-3027.

Seniority by Carla McCann Bridges

We will be taking a day trip to The University of Maine in Machias to "The Nutcracker", Holiday Play on Saturday, November, 21 at 3 p.m. We will car pool from CRH. The price is \$6 please call to reserve a ticket at 454-9262.

There will be a glucose and cholesterol screening on Tuesday, November 17 in the CRH classrooms at 8 a.m. Don't forget to fast for 12 hours. Call to register.

JOB OPPORTUNITIES

Nursing:

Nursing Service Manager part time

Laboratory:

Manager

Rehab Services:

OT and PT full time

Radiology:

Technologist- full time

CRMS:

Physician

Case Management Manager

Apply: Applications available from
switchboard or on-line
www.calaishospital.com

This newsletter is published monthly by the community relations and human resources departments. CRH is an equal opportunity provider.

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

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